[illegible]

[illegible]

[illegible]

[illegible]2000[illegible]

[illegible]

2. [illegible]

[illegible]

3. [illegible]2019[illegible]4[illegible]1[illegible]70%[illegible]30%[illegible]2018[illegible]2019[illegible]4[illegible]1[illegible]50%[illegible]50%[illegible]2019[illegible]4[illegible]2020[illegible]3[illegible]14[illegible]10[illegible]71%[illegible]40%[illegible]14[illegible]

4. [illegible]50%[illegible]50%[illegible]2020[illegible]3[illegible]14[illegible]2019[illegible]4[illegible]

[illegible]

[illegible]

5. [illegible]

6. [illegible] 2018 [illegible] 2019 [illegible] 2009 [illegible] 4 [illegible] 2019 [illegible] 3 [illegible] 10 [illegible] 36 [illegible] 7-11 [illegible]

7. [illegible] 2019 [illegible] 3,972 [illegible] 1 [illegible] 5,852 [illegible] 1 [illegible] 971 [illegible] 2019 [illegible] 2,162 [illegible] 1,157 [illegible] 275 [illegible] 2019 [illegible] 34 [illegible] 8.1 [illegible]

8. [illegible]

9. [illegible]

10. [illegible] 2019 [illegible] 4 [illegible] 2020 [illegible] 3 [illegible] 14 [illegible] 14 [illegible] 0 [illegible] 3 [illegible] 7.5 [illegible] 3 [illegible] 6 [illegible] 3 [illegible] 2 [illegible] 1.5 [illegible] 6 [illegible] 0 [illegible]

11. [illegible] 0 [illegible] 3 [illegible] 7.5 [illegible]

[illegible]

12. [illegible] 2019 [illegible] 4 [illegible] 1 [illegible]

[illegible]

13. [illegible]

[illegible]

[illegible]

14. [illegible] 19 [illegible]

15. [illegible]

[illegible]

16. [illegible] 2015 [illegible] 2019 [illegible] 72% [illegible] 82% [illegible] 18% [illegible] 28% [illegible] 68% [illegible] 76% [illegible] 24% [illegible] 32% [illegible]

[illegible]

17. [illegible] 2015 [illegible] 2019 [illegible] 56,821 [illegible] 69,423 [illegible]

18. [illegible]

[illegible]

19. [illegible]

20. [illegible]

[illegible]

21. [illegible]

[illegible]

22. [illegible]

23. [illegible] 2020 [illegible] 2020 [illegible] 2 [illegible] 5 [illegible]

[illegible]

24. [illegible]

(1) [illegible] 2019 [illegible] 4 [illegible] 1 [illegible]

(2) [illegible]

(3) [illegible]

(4) [illegible]

(5) [illegible]

(6) [illegible]

(7) [illegible]

(8) [illegible]

(9) [illegible]

(10) [illegible]

[illegible]

2020 [illegible] 10 [illegible]

公署會不時在面書上載個別投訴個案的調查報告，歡迎讚好或追蹤本署面書粉絲專頁，以獲取最新資訊：
https://www.facebook.com/Ombudsman.HK